Customer Service Report for DCOB
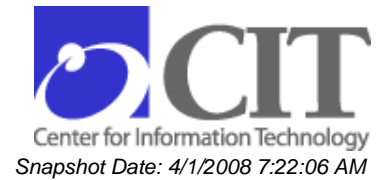
For the period: Saturday, March 01, 2008 12:00:00 AM to Monday, March 31, 2008 11:59:59 PM

CIT
Center for Information Technology

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
Application Support											
OS/NOS/Troubleshoot	0	0	0	1	0	0	0	0	1	0	0
ASR											
Colocation-ON	0	0	0	5	0	2	0	0	3	0	0
Other	0	0	0	3	0	1	0	0	2	0	0
CIT Categories Remedy											
Other	0	1	0	0	0	0	0	1	0	0	8
Hardware											
Desktop/Config/Setup	0	1	0	0	1	0	0	0	0	0	0
Local LAN											
LocalLAN/Connectivity	0	2	0	0	0	0	0	1	0	1	34
NIH Data Center											
Aperture Vista	0	16	0	8	0	7	0	0	17	0	0
Security											
General Info	0	2	0	0	2	0	0	0	0	0	0
Sanitize	1	0	0	0	0	1	0	0	0	0	0
Grand Total:	**1**	**22**	**0**	**17**	**3**	**11**	**0**	**2**	**23**	**1**	**2**

Total Tickets Closed:	**26**
Total Tickets Assigned/Pending/Checked Out:	**14**
Total Tickets Created:	**40**